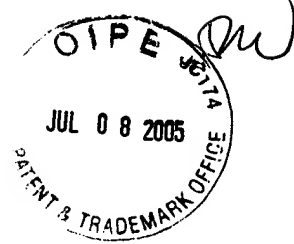


P20419.A14

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE



Applicants : Robert BUSHEY et al.

Group Art Unit : 2642

Appl. No. : 09/917,746

Examiner : Hector A. AGDEPPA

Filed : July 31, 2001

Confirmation No. : 2766

For : TELEPHONE CALL PROCESSING IN AN INTERACTIVE VOICE  
RESPONSE CALL MANAGEMENT SYSTEM

**COMPLETION OF RECORD**

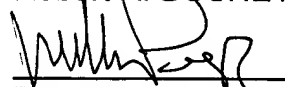
Commissioner for Patents  
U.S. Patent and Trademark Office  
Customer Service Window, Mail Stop AMENDMENT  
Randolph Building  
401 Dulany Street  
Alexandria, VA 22314

Sir :

In accordance with the duty of disclosure under 37 C.F.R. §1.56 and §§1.97-1.98, Applicants hereby call to the Examiner's attention an Office Action that issued in U.S. Patent Application No. 10/578,723 on June 30, 2005. Applicant notes that no new documents were cited in this Office Action.

Should the Examiner have any questions, the Examiner is invited to contact the undersigned at the below-listed telephone number.

Respectfully Submitted,  
Robert R. BUSHEY et al.

  
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July 6, 2005  
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